

YOUR GUIDE TO

Environmental Services



Community Gateway has a specialist team responsible for tidying and cleaning our communal areas. This is just one of the ways we work to provide tenants with a safe and clean neighbourhood the whole community can enjoy.

What you can expect from us

Our specialist team will:

- Check all our communal spaces every four weeks and carry out any tasks that need to be done to improve or maintain them.
- Clear fly-tipped waste within five working days of being made aware of it.
- Remove offensive graffiti within one working day.
- Remove other forms of graffiti within three working days.
- Respond to emergencies within 24 hours. This includes incidents which leave a hazardous substance behind that poses a health risk, such as urine, blood or vomit.
- Thoroughly clear and clean empty properties, from top to bottom, ready to welcome new tenants.

How you can help

It is very helpful when tenants and members of the public report issues to us such as fly tipped waste, graffiti or hazardous substances. This enables us to deal with them promptly and thoroughly for the benefit of all local residents.

Removal of waste items

If you need any large items removed from your property, we recommend you contact your local council to arrange this. This is a chargeable service, but it is the most cost-effective way for you. Our rates are slightly higher than the local council, due to the tipping costs we have to pay.

If you are unable to lift the items to the outside of your property yourself, we can offer this service for you at a charge.

Clean and Green Inspectors

Our Clean and Green Inspectors are tenants who volunteer their time to provide feedback on this service. Inspectors provide information on how we are maintaining their local area and identify areas of concerns.

Full training and support are provided, and you can carry out inspections at a time and place that suit you.

To find out more please call **0800 953 0213 (option 6)**.

Contact Us

For information about our environmental services, including reporting an issue in a communal area or requesting a quote for waste removal at your home, please contact our team on **0800 953 0213 (option 1)** or email **greencare@communitygateway.co.uk**.

What if I'm dissatisfied with the outcome?

If you have reported an issue to us, and you are not happy with the service you received, or would like to appeal the outcome provided, you can make a complaint to us. To make a complaint please contact us through one of the following options:

Calling **0800 9530213 (option 6)**

Email: **Complaints@communitygateway.co.uk**

Online at: **<https://www.communitygateway.co.uk/comments-complaints-and-compliments>**

community gateway

www.communitygateway.co.uk